

## DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814  
(916) 445-0950



January 8, 1980

## ALL-COUNTY INFORMATION NOTICE I-5-80

TO: COUNTY WELFARE DIRECTORS  
COUNTY STAFF DEVELOPMENT OFFICERS

SUBJECT: FORMS MANAGEMENT AND ANALYSIS TRAINING

REFERENCE: ALL-COUNTY INFORMATION NOTICE I-59-77

Over the past two years this department has held a number of workshops on forms analysis and management. The workshops have improved state-county communications on general forms issues, and given county program staff the necessary skills to improve their own forms as management tools.

A number of counties have indicated interest in this training. This letter is to gauge the level of interest statewide so that additional workshops can be scheduled.

A three-to-four-day workshop would cover the following areas:

1. Introduction to the Forms Problem

The nature of the current paperwork explosion will be defined, and recent developments, such as legislative support for stricter forms control, will be reviewed. County staff will be given a chance to air their concerns with state forms.

2. Forms Design

The forms design section will be taught by the State Department of General Services. Participants will engage in actual design practice. No previous graphic training is needed.

3. Forms Development and Analysis

In this part of the course, participants will be shown a method for determining the form user's needs and critically analyzing a form system. Participants will analyze actual county forms. They will also learn how to determine dollar savings through improving forms.

#### 4. Forms Management

The basic components of a complete forms management program will be presented, using this department's program - its strengths and weaknesses - as an example. Participants will develop strategies for implementing and/or improving their own forms management program and forms development processes.

#### 5. Forms Communication

Techniques for improving forms as a communication tool will be presented. These include methods of improving overly bureaucratic forms language to communicate at the client's level.

#### 6. Conclusion

Participants will develop strategies for dealing with the state on forms concerns. They will also sum up and evaluate the workshop experience.

In order to facilitate individual learning and interaction, workshops will be limited to 15 participants. They will be open to all staff who directly or indirectly develop, or manage the development of forms. In the past, it has been of special interest to program managers, training staff, program and systems analysts, eligibility supervisors, clerical supervisors and management support staff.

The course itself, and all drafting materials, will be provided by the state; the only county expense would be the travel costs for participating staff.

If your county is interested in this training, please respond by letter providing the following information:

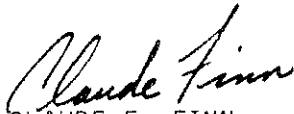
1. The number of potential participants from your county.
2. Whether you can provide training space (two rooms with tables for 15 people) to share with surrounding counties.
3. Other areas of concern in forms development that could potentially be covered in our workshops. This should be based on your county's special needs and experience in previous workshops.

Please respond by February 8, 1980 to:

Dennis Gilliam  
Forms Analysis Section, M/S 14-65  
Department of Social Services  
744 P Street, Sacramento, CA 95814  
(916) 322-8738

Based on responses, classes will be scheduled in convenient locations during the spring of 1980.

Sincerely,

A handwritten signature in cursive script, reading "Claude E. Finn".

CLAUDE E. FINN  
Deputy Director  
Administration

cc: CWDA